

Attorney's Docket No. 17207-00009

John S. Beulick

314/621-5070

As a below named inventor, I hereby declare that:

John S. Beulick

Armstrong Teasdale LLP

St. Louis, MO 63102-2740

One Metropolitan Square, Suite 2600

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if

entitled METHODS A specification of which:	ND SYS	STEMS FOR CUSTOME	d and for which a patent is sought on the invention R RELATIONSHIP MANAGEMENT, the
(check one)	[ ]	is attached hereto	
	[✔]	was filed on April 6, 2001 as A and was amended on	pplication Serial No. <u>09/828,414</u>
hereby state that I have reamended by any amendment	viewed and	d understand the contents of the a to above.	bove identified specification, including the claims, as
acknowledge the duty to Fitle 37, Code of Federal R	disclose in legulations	formation which is material to th §1.56(a).	ne examination of this application in accordance with
and, insofar as the subject application in the manner plisselose material information	t matter of provided by ion as defin	f each of the claims of this app the first paragraph of Title 35, I	120 of any United States application(s) listed below blication is not disclosed in the prior United States United States Code, §112. I acknowledge the duty to I Regulations, §1.56(a) which occurred between the filing date of this application:
Application Serial No.		Filing Date	Status (patented, pending, abandoned)
	_		
hereby claim the benefit below:	— under Title	35, United States Code §119(e)	of any United States provisional application(s) listed
Application Serial No.	  	Filing Date	numbers are listed on a supplemental
	_		priority sheet attached hereto.
Ronald E. Myrick, Reg Henry I. Steckler, Reg. Company, 3135 Easton Rasche, Reg. No. 37,91 T. Atkins, Reg. No. 43, A. Lanahan, Reg. No. 4	he Patent and No. 26,3 No. 24,13 Turnpike 16; Michae 16; Alan 17,732; an	d Trademark Office connected therew (15; Henry J. Policinski, Reg. 139; and James W. Mitchell, Reg. 15; Fairfield, CT 06431; John S. 15; John S. 16; Cassel, Reg. No. 42,180; Cast. Cassel, Reg. No. 35,842; The street of the content	ng attorney(s) and/or agent(s) to prosecute this application with. (list name and registration number)  No. 26,621; Jay L. Chaskin, Reg. No. 24,030; eg. No. 25602, all of General Electric Beulick, Reg. No. 33,338; Patrick W. Gordon F. Sieckmann, Reg. No. 28,667; Bruce Thomas M. Fisher, Reg. No. 47,564; Joseph lo. 45,548; all of Armstrong Teasdale, One
Send Correspondence to:			Direct Telephone Calls To:



## DECLARATION AND POWER OF ATTORNEY

Attorney's Docket No. **17207-00009** 

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by the or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application and any patent issued thereon.

## SOLE OR FIRST INVENTOR: Full Name: Oumar Nabe Date: June 15, 2001 Signature: Residence: New York, NY Citizenship: United States of America Post Office Address: 765 Riverside Drive, Apt. #6D, New York, NY 10032 SECOND JOINT INVENTOR, IF ANY: Full Name: David J. Fogarty Date: Dr. 15200 Residence: Riverside, CT Citizenship: United States of America Post Office Address: 36 Crescent Road, Riverside, CT 06878 THIRD INVENTOR, IF ANY: Full Name: Balwinder S. Samra Signature: Date: Residence: Yorkshire, United Kingdom Citizenship: United Kingdom Post Office Address: 10 Belvedere, Leeds, LS17 8BW, Yorkshire, United Kingdom







## **DECLARATION AND POWER OF ATTORNEY**

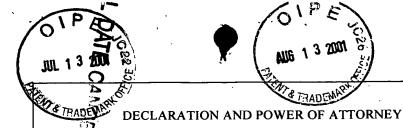
Attorney's Docket No. **17207-00009** 

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled METHODS AND SYSTEMS FOR CUSTOMER RELATIONSHIP MANAGEMENT, the specification of which:

(check one)	[	]	is attached hereto			
	[ }	<b>κ</b> ].	was filed on <u>April 6, 2001</u> as Application Serial No. 9 and was amended on	09/828,414		
I hereby state that I have rev amended by any amendmen			understand the contents of the above identified specifo above.	ication, including the claims, as		
I acknowledge the duty to d Title 37, Code of Federal Re			formation which is material to the examination of this $\S1.56(a)$ .	application in accordance with		
and, insofar as the subject application in the manner produced disclose material information	mat rovio on a	tter of ded by s defir	Title 35, United States Code, §120 of any United States of the claims of this application is not discle the first paragraph of Title 35, United States Code, § ned in Title 37, Code of Federal Regulations, §1.56( the national or PCT international filing date of this app	osed in the prior United States 112. I acknowledge the duty to a) which occurred between the		
Application Serial No.	_		Filing Date Status (paten	ted , pending, abandoned)		
I hereby claim the benefit ubelow:  Application Serial No.		r Title	nu	provisional application(s) listed ditional provisional application mbers are listed on a oplemental ority sheet attached hereto.		
POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. ( <i>list name and registration number</i> )  Ronald E. Myrick, Reg. No. 26,315; Henry J. Policinski, Reg. No. 26,621; Jay L. Chaskin, Reg. No. 24,030; Henry I. Steckler, Reg. No. 24,139; and James W. Mitchell, Reg. No. 25602, all of General Electric Company, 3135 Easton Turnpike, Fairfield, CT 06431; John S. Beulick, Reg. No. 33,338; Patrick W. Rasche, Reg. No. 37,916; Michael Tersillo, Reg. No. 42,180; Gordon F. Sieckmann, Reg. No. 28,667; Bruce T. Atkins, Reg. No. 43,476; Alan L. Cassel, Reg. No. 35,842; Thomas M. Fisher, Reg. No. 47,564; Joseph A. Lanahan, Reg. No. 47,732; and Robert B. Reeser III, Reg. No. 45,548; all of Armstrong Teasdale, One Metropolitan Square, Suite 2600, St. Louis, MO 63102-2740						
Send Correspondence to:		<u> </u>		Direct Telephone Calls To:		
John S. Beulick Armstrong Teasdale LLP One Metropolitan Square, St. Louis, MO 63102-274	Sui 0	te 260	0	John S. Beulick 314/621-5070		



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I hereby prepare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application and any patent issued thereon.

## **SOLE OR FIRST INVENTOR:** Full Name: Oumar Nabe Date: \_ Signature: Residence: New York, NY Citizenship: United States of America Post Office Address: 765 Riverside Drive, Apt. #6D, New York, NY 10032 SECOND JOINT INVENTOR, IF ANY: Full Name: David J. Fogarty Date: Signature: Residence: Riverside, CT Citizenship: United States of America Post Office Address: 36 Crescent Road, Riverside, CT 06878 THIRD INVENTOR, IF ANY: Full Name: Balwinder S. Samra Date: Sh Thy 2ND. Residence: Yorkshire, United Kingdom Citizenship: United Kingdom

Post Office Address: 10 Belvedere, Leeds, LS17 8BW, Yorkshire, United Kingdom